



Integrating your eBay store
with Click & Drop



How to set up the integration with your eBay

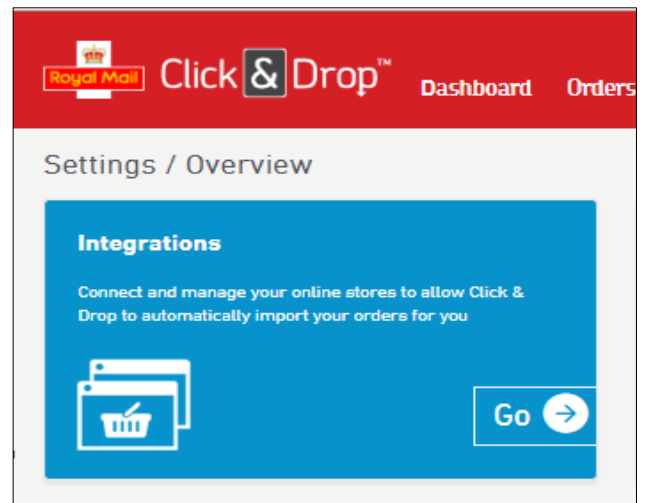
Click & Drop allows you to download and process the orders from your eBay store. If you have multiple trading names or eBay stores in different countries, you will need to set up a connection per trading name and/or country.

Within Click & Drop, click on the 'Settings' link:

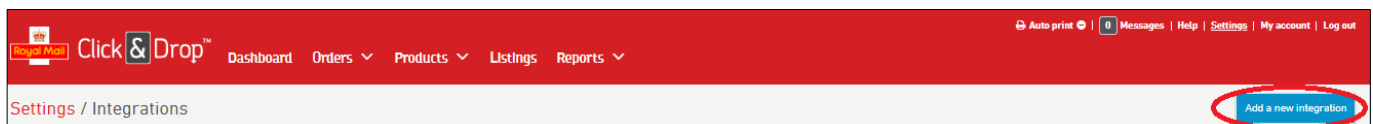


The 'Settings / Overview' page then opens up.

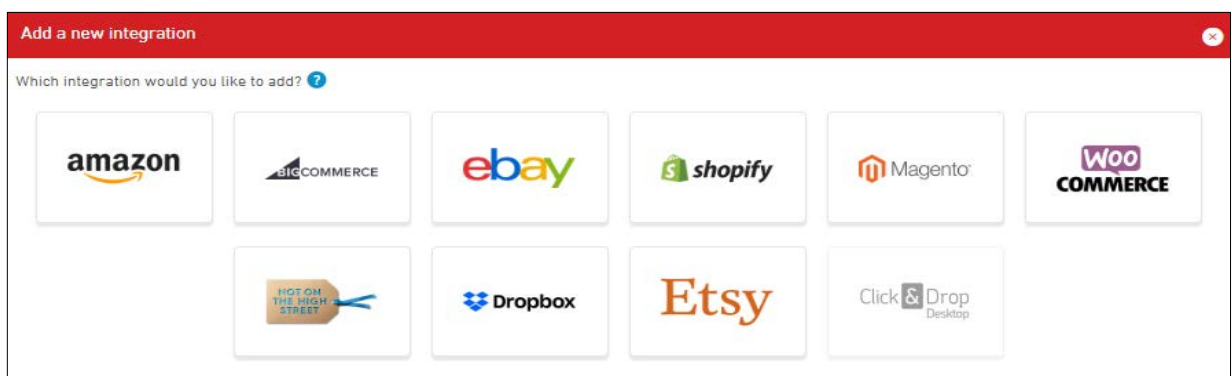
In the 'Integrations' section, click on the 'Go' button



Click on 'Add a new integration'



A new pop up window appears, asking you to choose which marketplace store that you would like to connect to. Click on 'eBay'



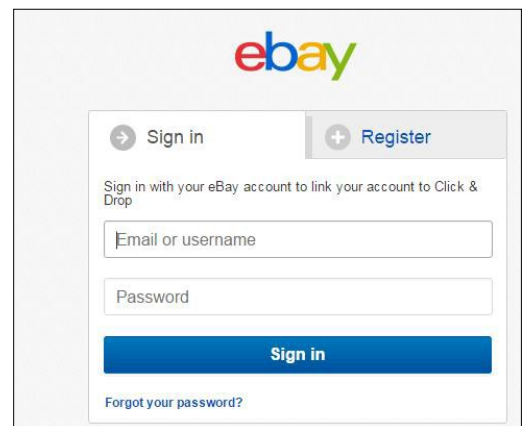
A new pop up window will appear. Select the relevant 'Trading name' and the 'Country' for your eBay store from the drop down lists. The 'Integration name' will auto-populate when you choose your Trading name.

If you wish to use multiple trading names or have eBay stores for various countries, you need to create a separate integration for each.

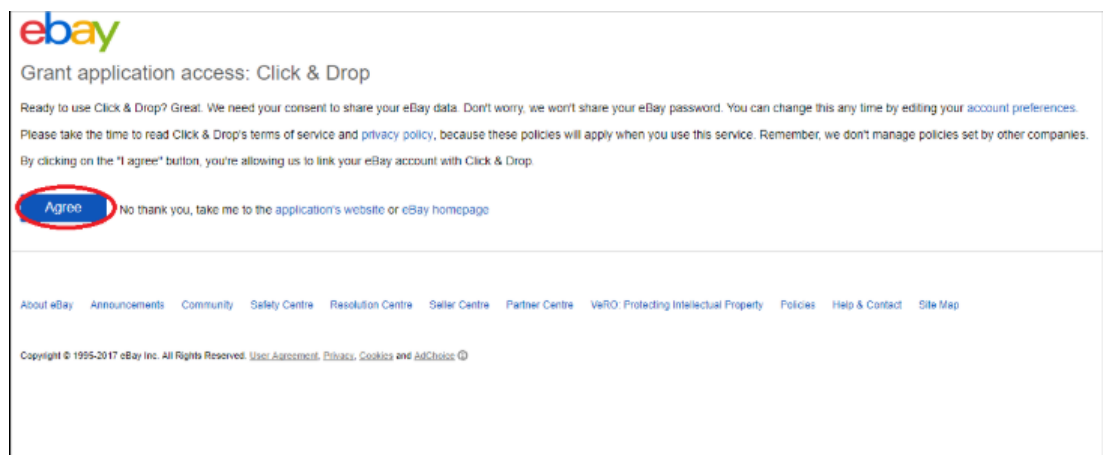
If you want, you can tick the box for 'Mark orders as despatched' – if you select this, this will mean that your items will be marked as despatched in eBay, the moment they are marked as despatched in Click & Drop – saving you time. Then click on 'Save and connect store'

A new window will open into eBay's login page.

Enter your eBay account username and password for the shop that you want to link with Click & Drop, then click 'Sign In':

The image shows the eBay login page. At the top is the eBay logo. Below it are two buttons: 'Sign in' and 'Register'. The 'Sign in' button is selected. Below the buttons is a text input field for 'Email or username' and a password input field. Below these is a blue 'Sign in' button. At the bottom, there is a link for 'Forgot your password?'.

Read the eBay statement, and then click on the 'Agree'.

The image shows the 'Grant application access: Click & Drop' page. It has the eBay logo at the top. Below it is the title 'Grant application access: Click & Drop'. The main text says: 'Ready to use Click & Drop? Great. We need your consent to share your eBay data. Don't worry, we won't share your eBay password. You can change this any time by editing your account preferences. Please take the time to read Click & Drop's terms of service and privacy policy, because these policies will apply when you use this service. Remember, we don't manage policies set by other companies. By clicking on the "I agree" button, you're allowing us to link your eBay account with Click & Drop.' Below this text is a red 'Agree' button. To the right of the button is a link: 'No thank you, take me to the application's website or eBay homepage'. At the bottom, there is a footer with links: 'About eBay', 'Announcements', 'Community', 'Safety Centre', 'Resolution Centre', 'Seller Centre', 'Partner Centre', 'VeRO: Protecting Intellectual Property', 'Policies', 'Help & Contact', 'Site Map'. Below the footer is a copyright notice: 'Copyright © 1995-2017 eBay Inc. All Rights Reserved. User Agreement, Privacy, Cookies and Ad Choices'.

You will then be taken back to this page on the Click & Drop site, where under the 'Status' column you can see a red 'link' icon. eBay will provide Click & Drop with an authorisation code that allows your orders to be downloaded.

Once this has been provided by eBay, the 'link' icon in the 'Status' column will change from 'red' to green. This process usually takes a few seconds, but please allow up to a minute.

The image shows the 'Settings / Integrations' page in the Click & Drop dashboard. The page has a red header with the Click & Drop logo and navigation links: 'Dashboard', 'Orders', 'Products', 'Reports'. Below the header is a table with the following columns: 'Channel', 'Integration name', 'Trading name', 'Country', 'Username', 'Connection expires', and 'Status'. There is one row in the table for the eBay integration. The 'Channel' column shows the eBay logo. The 'Integration name' column shows 'Your Company - eBay'. The 'Trading name' column shows 'Your Company'. The 'Country' column shows 'United Kingdom'. The 'Status' column shows a green checkmark icon. At the top right of the table, there is a blue button that says 'Add a new integration'.

Ensuring your eBay UK store stays connected

eBay's authorisation codes are a requirement for connecting to Click & Drop; however, it's worth noting that these codes are only valid for 1 year, so you'll need to reconnect to continue processing orders. The 'Connection expires' column displays when your integration will expire. On this date, simply reconnect your integration following the process above.

Store order status and download frequency

Your orders must be in the status of 'Awaiting Shipment' and no older than 7 days for them to download.

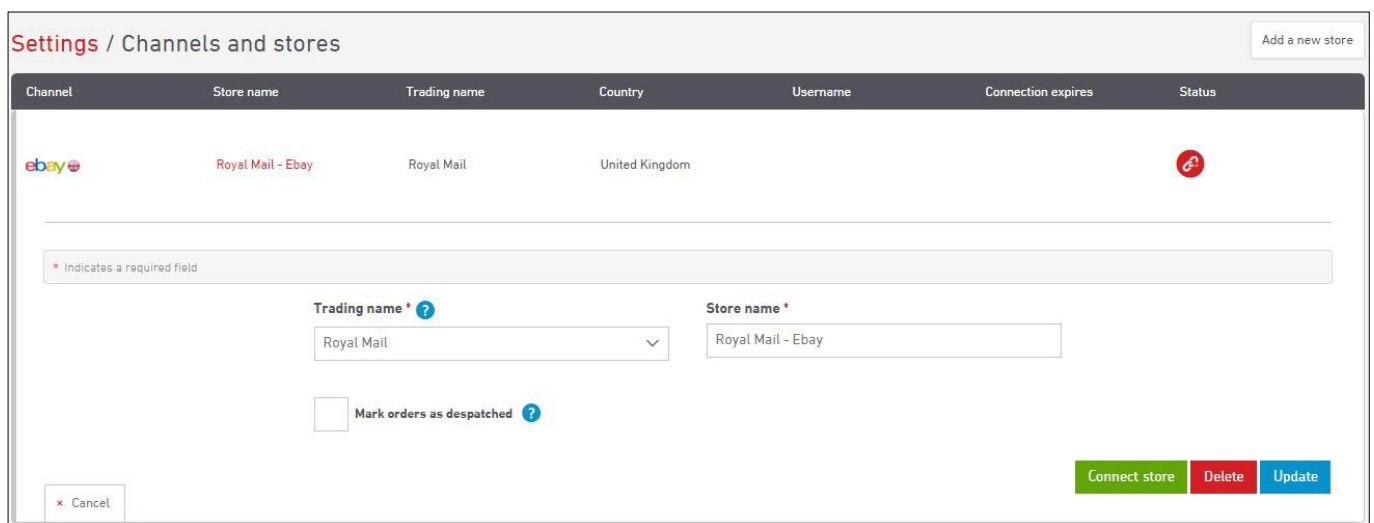
Store orders that are in the correct status will download into Click & Drop every 10 minutes and data from Click & Drop will update into your store every 30 minutes.

Disconnecting Click & Drop from your eBay UK store

You're free to disconnect from eBay at any time via Click & Drop.

In the 'Integrations' section under the 'Settings' link, click on the 'Go' button

Click anywhere within the eBay row to expand the data.



The screenshot shows the 'Settings / Channels and stores' interface. At the top right is a button 'Add a new store'. Below is a table with columns: Channel, Store name, Trading name, Country, Username, Connection expires, and Status. The first row shows the eBay channel with a red status icon. Below the table is a form for editing the store. It includes a note '* Indicates a required field'. The 'Trading name' field is a dropdown menu with 'Royal Mail' selected. The 'Store name' field is a text input with 'Royal Mail - Ebay'. There is a checkbox for 'Mark orders as despatched'. At the bottom left is a 'Cancel' button, and at the bottom right are 'Connect store', 'Delete', and 'Update' buttons.

Channel	Store name	Trading name	Country	Username	Connection expires	Status
ebay	Royal Mail - Ebay	Royal Mail	United Kingdom			

* Indicates a required field

Trading name *

Royal Mail

Store name *

Royal Mail - Ebay

☐ Mark orders as despatched

Cancel

Connect store Delete Update

To disconnect the link between eBay and Click & Drop, simply click on the 'Delete' button. Once you've disconnected, you'll no longer be able to download and process any orders from the store.

If you need to reconnect the store at a later date, simply repeat the connection process.